



**State of Arizona
Department of Economic Security**



Annual Report

State Fiscal Year 2002

July 1, 2001 – June 30, 2002



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**Aging and Adult Administration
Annual Report – SFY 2002**



A Message from Program Administrator, Henry Blanco

It is my pleasure to share with you the Aging and Adult Administration's State Fiscal Year 2002 Annual Report. I want to thank older Arizonans and their families, Area Agencies on Aging, the Governor's Advisory Council on Aging, Aging and Adult Administration staff and the rest of the aging network for working together to meet challenges and improve the lives of Arizonans at every stage in life this year.

I'd like to take a moment to highlight a handful of Aging and Adult Administration's accomplishments. Aging and Adult Administration hosted an Administration on Aging Listening Session, with guest Josefina G. Carbonell, the Assistant Secretary for Aging, on January 23rd, 2002. The session provided the Arizona aging network with an excellent opportunity to provide input into Older Americans Act regulations. I had the honor of representing the National Association of Adult Protective Services Administrators (NAAPSA) during the March 2, 2002 United States Senate Special Committee on Aging. The Committee Event, *Safeguarding Our Seniors: Protecting the Elderly from Physical and Sexual Abuse in Nursing Homes*, highlighted the essential need to reduce physical and sexual abuse against disabled and elderly adults in America's nursing homes to improve law enforcement's response to these crimes.

Aging and Adult Administration, in conjunction with the Area Agencies on Aging, implemented the Arizona Family Caregiver Support Program and the Alzheimer's C.A.R.E. Program. Both programs are providing new and critical services to family caregivers. The State Health Insurance Assistance Program, in collaboration with the Arizona Fraud Prevention Coalition, provided three outreach events to help older Arizonans avoid being a victim of fraud. The Older Worker Program established customized training with Bank of America to help interested older Arizonans obtain the skills necessary to enter the banking industry. Adult Protective Services worked with the community to develop the "Interviewing Perpetrators" training project, which has been implemented statewide and will be shared with Nevada and Utah. Adult Protective Services also developed a guide book on elder abuse which will help older persons to identify abuse and understand the reporting process.

As we approach the new year, the Aging and Adult Administration remains committed to collaborating with the community to provide programs and services which support and enhance the ability of at-risk and older Arizonans to meet their needs to the maximum of their ability, choice and benefit. Together we make it happen!

"Aging, if it's not your issue...it will be!"

Introduction

The Arizona Department of Economic Security, Aging and Adult Administration Annual Report for State Fiscal Year (SFY) 2002 profiles the demographics of older Arizonans and identifies Administration accomplishments.

Partnerships, Programs and Services

The Administration is responsible for administering a statewide system of social services and programs that are targeted to meet the needs of at-risk and older Arizonans. The Administration provides services in partnership with eight Area Agencies on Aging. The Area Agencies on Aging are instrumental in developing public policy with regard to aging issues, advocating on behalf of the aging population, and coordinating multiple service delivery to older Arizonans. The Administration also works collaboratively with Arizona Governor's Advisory Councils to promote legislative issues impacting older Arizonans.

The Administration provides the following services and programs directly and through contracts:

- ◆ Adult Protective Services
- ◆ Non-Medical Home and Community Based Services
- ◆ Legal Services Assistance Program
- ◆ Long-Term Care Ombudsman Program
- ◆ State Health Insurance Assistance Program
- ◆ Senior Community Service Employment Program
- ◆ Foster Grandparent Program
- ◆ Arizona Family Caregiver Support Program

For more detailed information regarding the Administration's programs and service delivery system, please visit the Aging and Adult Administration website at www.de.state.az.us.

Mission

The mission of the Department of Economic Security, Aging and Adult Administration is to support and enhance the ability of at-risk and older adults to meet their needs to the maximum of their ability, choice and benefit.

"Aging, if it's not your issue...it will be!"

Profile of Older Arizonans

Diversity

The 2000 U.S. Census Bureau Report indicates that 871,536, or 17%, of the 5,130,632 Arizonans are persons age 60 and older. While cultural diversity is rising for Arizona's younger population, the 2000 Census reports diversity factors for Arizonans ages 60 and older remains largely unchanged over the past decade. Eighty-five percent of older Arizonans are Caucasian, 9% are Hispanic, 3% are Native American, 2% are African American and 1% are Asian American.

Financial

According to the 2001 AARP "Profile of Older Americans Report", the year 2000 median income for older persons nationally was \$19,168 for males and \$10,943 for females. Since 1999, the median income for older men increased by \$89.00, and decreased for women by \$44.00. The poverty rate for older persons dropped to a record-breaking low 9.7%.

Health

In the year 2000, Alzheimer's disease was the seventh leading cause of death for all ages in Arizona; more Arizonans died from Alzheimer's disease than they did from other chronic diseases such as diabetes, chronic liver disease, and cirrhosis or kidney disease. In 2001, the Greater Phoenix Alzheimer's Association reported that approximately 85,000 Arizonans have Alzheimer's disease.

According to the Arizona Attorney General's 2002 Update on Prescription Drug Prices, prescription drug prices continue to rise statewide. Between December 2001 and January 2002, the cost of the drugs surveyed increased nearly twice the rate of inflation over the same period.

Adult Protective Services

Program Description

Adult Protective Services (APS) is mandated to receive and evaluate reported incidents of abuse, neglect or exploitation of incapacitated or vulnerable adults age 18 years and older, and to offer available and appropriate services to assist in accordance with individual needs and acceptance.

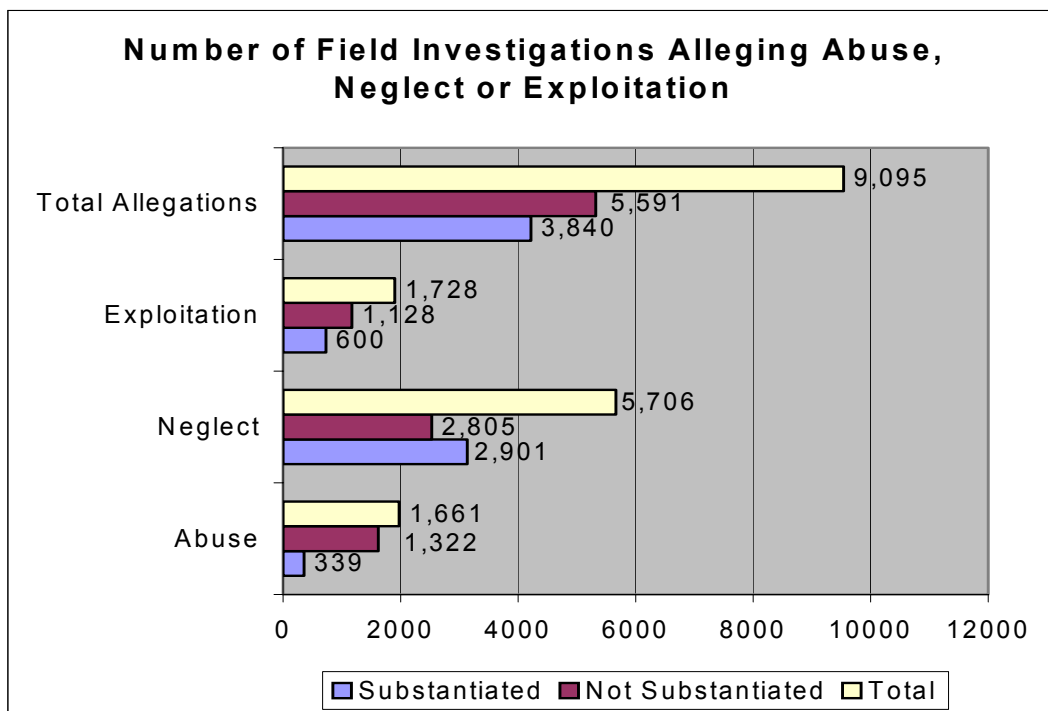
APS is a statewide program with 31 offices throughout the state (excluding Native American reservations). The implementation of the Central Intake Unit (CIU) in April 1999 has provided the public with the ability to report incidents of abuse, neglect or exploitation of incapacitated or vulnerable adults 24 hours a day, seven days a week.

Reports

In SFY 2002, APS received 10,160 reports of abuse, neglect and exploitation of vulnerable or incapacitated adults. Of the reports received, 8,120 resulted in field investigations and 2,040 resulted in assessment without field investigations.

- ◆ Abuse was alleged 1,661 times and substantiated 339 times (20%).
- ◆ Neglect was alleged 5,706 times and substantiated 2,901 times (51%).
- ◆ Exploitation was alleged 1,728 times and substantiated 600 times (34%).

Chart 1 – Number of Field Investigations Alleging Abuse, Neglect or Exploitation¹



Perpetrators

A perpetrator is a person alleged to have neglected, abused or exploited an incapacitated or vulnerable adult. The following identifies the types of perpetrators in SFY 2002:

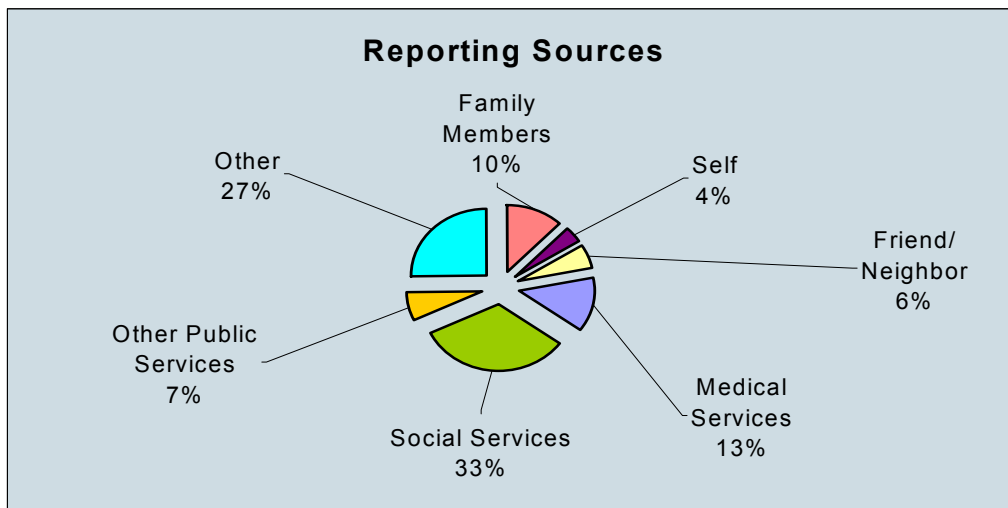
- ◆ 36% self neglect (persons unable or unwilling to care for him/herself)
- ◆ 28% family members
- ◆ 17% caregivers or residential management
- ◆ 12% other (telemarketing, home repair scams, mail fraud)
- ◆ 7% friend or neighbor

¹ The number of allegations are higher than the number of reports due to the prevalence of multiple allegations within a report.

Reporting Sources

Reporting sources are persons or agencies that report alleged abuse, neglect or exploitation of incapacitated or vulnerable adults to APS. The following identifies by percentage the categories of reporting sources:

Chart 3 – Reporting Sources for SFY 2002



APS Client Demographics

- ◆ 22% of APS clients are 18-59 years of age
- ◆ 54% are 60 years of age and older while 23% of APS clients are 85 years of age and older
- ◆ 77% are Caucasian and 11% are Hispanic
- ◆ 63% of APS clients are female and 37% are male

Adult Protective Services Competency-Based Core Training

In SFY 2002, 103 trainees attended the Adult Protective Services (APS) Competency-Based Core Training. The training is held semi-annually in Phoenix, and consists of five modules, totaling 72 hours of instruction. Core Module areas of instruction include the following:

- Module 700 – Legal
- Module 701 – Adult Services Practice
- Module 702 – Casework Process
- Module 703 – Adult Development
- Module 704 – Separation and Loss

Sixty-one individuals completed five APS Core Modules during SFY 2002, and were surveyed on training module content and relevance of the training to their job performance. On a scale from one (lowest) to five (highest), 90% of staff indicated that training enhanced their ability to perform their jobs, responding with either a four

or five rating. Results of core evaluations indicated that more training was needed in the areas of Hospice, Elderly and Legal programs. These areas will be priority subjects for future Core Module training.

Adult Protective Service Case Reviews

Each year the Administration reviews Adult Protective Service (APS) cases in an effort to maintain quality assurance. In this process, closed APS cases are randomly selected and reviewed to determine the extent to which they comply with standards set forth in APS policies and procedures. During SFY 2002, 753 APS cases were randomly selected for review. Twenty criteria were used as standards to measure the work conducted in the areas of intake, case management and supervision. Cases were judged to be quality assured when at least 18 out of 20 performance criteria were met. The results showed that statewide 634, or 84%, of the cases reviewed met at least 18 of the criteria.

Outreach, Partnerships, and Other Activities

- ◆ APS conducted approximately 250 in-services to other agencies, organizations and service providers statewide.
- ◆ APS Districts continue to be involved in the Statewide Elder Abuse Task Force, under the auspices of the Attorney General's office.
- ◆ APS District staff continue to be active participants in the Elder Issues Task Force convened by the Attorney General's Office and a member of a sub-committee, Licensure Group.
- ◆ The Mesa Pilot Project developed statewide training on "Interviewing Perpetrators." The video will also be shared with APS staff in Nevada and Utah.
- ◆ The Mesa Pilot Project developed training for seniors and a training manual titled, "The Elderly Deserve Honor And Respect, Not Abuse." The training manual includes information on possible causes of elder abuse, types of elder abuse and the warning signs, characteristics of victims, who should report, how to report and what happens if APS receives a report.
- ◆ APS is currently working on a Priority Pilot. If it proves effective, the program may implement a priority system for APS cases.

Non-Medical Home and Community Based Services

Program Description

The Non-Medical Home and Community Based Services (NMHCBS) System offers an array of services designed to assist older and/or disabled Arizonans to live as independently as possible in their homes or communities. Federal, state and local funding are combined to support the NMHCBS System.

NMHCBS Eligibility and Services

Eligibility is determined through an assessment of functional limitations. Services are arranged through the Area Agency on Aging case management system. The services offered by the NMHCBS System include the following: Adult Day Health Care (ADC), Case Management (CMG), Home Delivered Meals (HDM), Home Health Aid (HHA), Housekeeping (HSK), Personal Care (PRC), Respite Care (RSP), and Home Nursing (VNS).

Participants Served

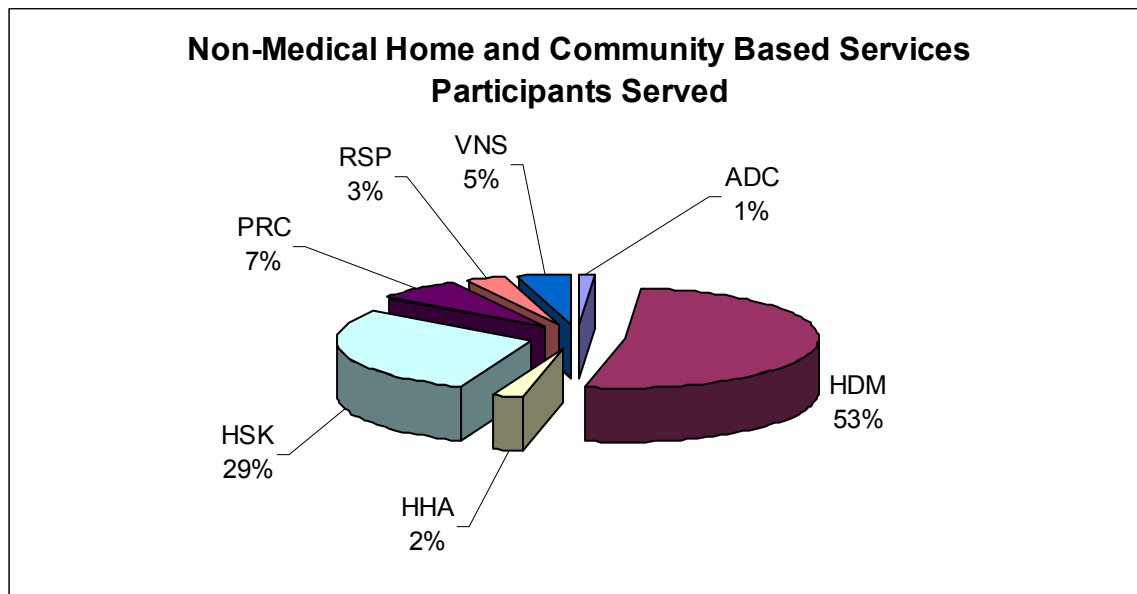
Over 23,000 participants were provided NMHCBS. Case management was provided to 16,448. In addition, 756 unduplicated clients received payment for housekeeping services under the Supplemental Payment Program. The following depicts participant demographics:

- ◆ White, Non-Hispanics represent the largest number of participants averaging 68% of the total participants. Hispanics represent 15%, Native Americans represent 11%, African-Americans represent 5%, and Asian-Americans represent less than 1% of the participation rate.
- ◆ Females represented 68% and males represented 32%.
- ◆ Persons 85 and older represent the largest number of participants averaging 24% of the total participants. Persons 80 to 84 represent the next largest and fastest growing group.

Table 3 – Number of Participants Served in SFY 2002 – (source: UNITCTY run date 11/21/02)

ADC	HDM	HHA	HSK	PRC	RSP	VNS	TOTAL
335	12,087	526	6,805	1,680	750	1,057	23,240

Chart 6 – Percentage of Participants Served in SFY 2002



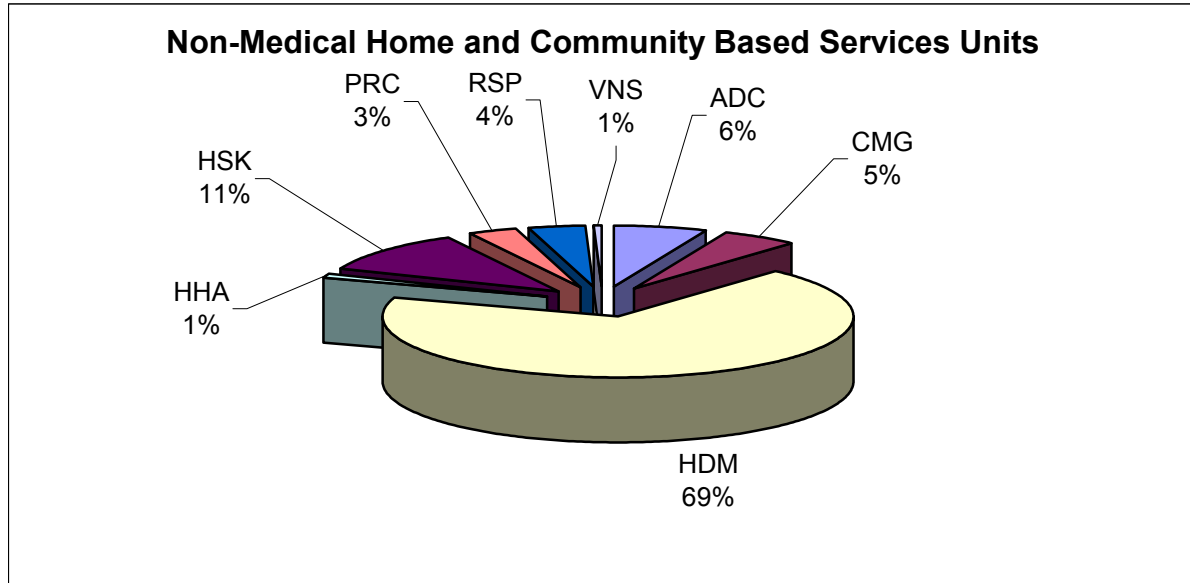
Units Provided

Over 2 million units of service were provided to older and disabled adults through the NMHCBS System.

Table 2 – Units Provided in SFY 2002 – (source: UNITCTY run date 11/21/02)

ADC	CMG	HDM	HHA	HSK	PRC	RSP	VNS	TOTAL
158,343	129,322	1,699,954	26,575	276,594	78,865	95,363	13,170	2,448,186

Chart 5 – Percentage of Units Provided



Home and Community Based Services Client Satisfaction Survey

The HCBS survey is conducted biannually. In SFY 2002, a total of 1,111 clients received the survey with 454 or 41% responding. Over 81% of respondents indicated that the provision of HCBS allowed them to live independently in their own homes and avoid premature institutionalization.

State Tobacco Tax Program

Program Description

The Aging and Adult Administration, through the Area Agencies on Aging, provides specific types of home and community based services with Tobacco Tax funds which include: Case Management (CM2), Adaptive Aids and Devices (AD1/AD2); Home Repair/Renovation (RP1); Emergency Attendant Care (AT1), Respite Care (RSP/RS3), Housekeeping (HS2); and Medically Related Transportation (TR4). The State Tobacco Tax program served 798 people in SFY 2002. The majority of services provided were Adaptive Aids and Devices, which served 518 clients.

Table 4 - Statewide Tobacco Tax for SFY 2002

EXPENDITURES & CLIENTS	AD1/AD2	AT1	HS2	RP1	RSP/RS3	TR4	CM2	TOTAL
Local	\$30,635	\$291	\$97	\$3,990	\$-0-	\$800	\$-0-	\$35,813
Tobacco Tax	\$317,172	\$12,036	\$6,581	\$96,059	\$15,672	\$7,557	\$1,937	\$457,014
Subtotal	\$347,807	\$12,327	\$6,678	\$100,049	\$15,672	\$8,357	\$1,937	\$492,827
Units	560	346	259	1,414	1,515	220		4,314
Aver. Rate/Unit	\$549.66	\$35.63	\$25.78	\$70.76	\$10.34	\$37.99	\$	\$114.24
Clients	518	13	60	100	25	82	*	798

Note: *No data available

Caregiver Program

Arizona Family Caregiver Support Program

In accordance with the Older Americans Act Amendments of 2000, the Aging and Adult Administration and Arizona Area Agencies on Aging implemented the Arizona Family Caregiver Support Program during SFY 2002. The program provides services to family caregivers of older adults, and grandparents and other relative caregivers of children not more than 18 years of age, and gives priority consideration to persons in greatest social and economic need (with particular attention to low-income, minority individuals), and older individuals providing care and support to persons with mental retardation and related developmental disabilities. Services provided to family caregivers include:

- ◆ Information to caregivers about available services.
- ◆ Assistance to caregivers in gaining access to supportive services.
- ◆ Individual counseling, organization of support groups, and caregiver training to caregivers to assist the caregivers in making decisions and solving problems relating to their caregiving roles.
- ◆ Respite care to enable caregivers to be temporarily relieved from their caregiving responsibilities.
- ◆ Supplemental services, on a limited basis, to complement the care provided by caregivers.

Long-Term Care Ombudsman Program

Program Description

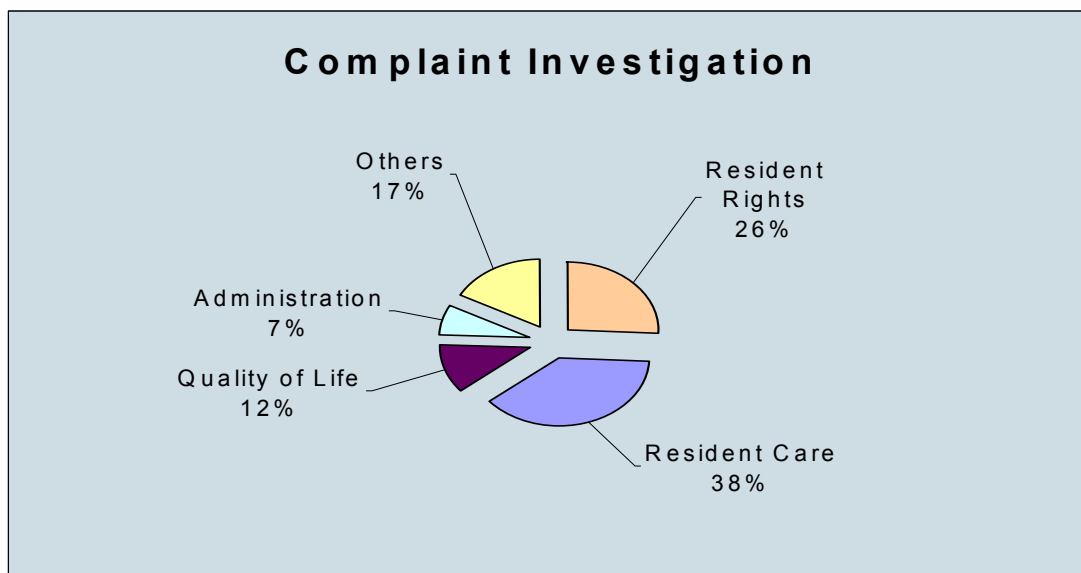
Ombudsman services are designed to improve the quality of care and the quality of life of Arizona's long-term care residents. The program's primary purpose is to identify, investigate, and resolve complaints made by or on behalf of long-term care residents. Ombudsman services to residents are provided at the regional level through contracts

with local Area Agencies on Aging, with oversight and technical assistance provided by the Aging and Adult Administration's Long-Term Care Ombudsman. One hundred and twenty-eight certified ombudsman volunteers assisted the program during SFY 2002.

Complaint Resolution

The Ombudsman Program received 6,611 complaints from 4,890 complainants in SFY 2002. Complaints involve violations of residents' rights, concerns about residents' care, problems surrounding quality of life issues, problems involving the administration of the long-term care facility, and problems involving people, systems, and agencies outside of the facility.

Chart 4 – Percentage of Ombudsman Complaints by Type of Complaint



Eighty-nine percent of the complaints received were verified. Of the complaints that were verified, 80% were resolved to the satisfaction of the complainant².

Legal Services Assistance Program

Program Description

The Aging and Adult Administration provides legal services assistance to older Arizonans through six Area Agencies on Aging, while Tribal lawyers serve the needs of Native Americans on the reservations. In SFY 2002, 3,962 older Arizonans received legal service assistance. The average cost to provide legal services was \$38.99 per person.

² The national standard for rate of satisfaction is 71%.

Legal Services Assistance Client Satisfaction Survey

During SFY 2002, the recipients of legal services assistance were asked to rate their satisfaction with the service(s) they received. Out of 452 surveys mailed, 205 were returned, a return rate of 45%. Of those who returned the survey, 96% expressed a satisfaction with the services they received.

Legal Training

During SFY 2002, the Legal Services Assistance Program, in cooperation with the National Training Project of the AARP and the Administration on Aging, conducted training on Medicare and Nursing Home Law. Training focused on Medicare and Nursing Home appeals and procedures, Medicare benefits eligibility and Nursing Home Resident Rights.

The Legal Service Assistance Program continues to offer and provide legal intervention training to all Arizona state personnel. This training session, entitled "Advanced Directives", provides instruction in the following:

- ◆ Health Care - Living Will, Medical Power of Attorney, Pre-Hospital Directives;
- ◆ Financial - General Power of Attorney, Durable Power of Attorney, Trusts; and
- ◆ Estate - Wills, Trusts, Payable on Death Accounts, Rights of Survivorship.

Reporting System Development

With technical and onsite assistance from the Center for Social Gerontology, the Legal Services Assistance Program began the development of an enhanced reporting system in SFY 2002. The reporting system will provide additional information on program assistance and accomplishments.

State Health Insurance Assistance Program

Program Description

In SFY 2002, the State Health Insurance Assistance Program (SHIP) provided outreach, information, counseling, training and assistance to Arizona's 704,000 Medicare beneficiaries, their families, caregivers and service professionals with regard to potential eligibility for benefits, insurance or assistance programs. The SHIP had a total of 89 volunteer counselors who spent 2,244 hours in training and 25,428 hours providing counseling throughout Arizona. The volunteer counselors and nine Hotline volunteers provided information and assistance to 20,353 beneficiaries. Utilizing these volunteer counselors to provide services saved the program over \$254,280 in salaries. The estimated total dollars saved by beneficiaries through counseling assistance was \$1,641,384.

Counseling and Assistance

In the fall of 2001, 11,600 Medicare beneficiaries were sent plan termination letters referring them to the SHIP Hotline number for assistance. SHIP also assisted the Centers for Medicare & Medicaid (CMS) with four emergency outreach events, attended by over 2,300 beneficiaries. Due to loss of Medicare +Choice Managed Care Plans, over 59,300 beneficiaries were counseled on their Medicare benefits, rights, and protections during SFY 2002. In addition, SHIP assisted with six congressional briefings given by Medicare Contractors during the year.

Outreach and Partnerships

In SFY 2002, SHIP staff made 302 educational and outreach presentations on Medicare and other benefits, beneficiary rights and responsibilities, and application processes to 63,697 people. In addition, the SHIP's Senior Medicare Patrol Volunteers provided Medicare Fraud and Abuse presentations at 89 community education and media events to 920,585 participants.

The SHIP is a member of the Arizona Beneficiary Coalition, whose collaborative efforts in 2002 included six health fairs, 36 outreach events, and three editions of the newsletter distributed to 75,000 beneficiaries and providers. The SHIP is also a member of the Arizona Fraud Prevention Coalition, which collaborated on three events in 2002, and reached over 1,000 individuals.

Senior Community Service Employment Program

Program Description

The Senior Community Service Employment Program (SCSEP) operates under Title V of the Older American's Act and provides subsidized part-time employment to workers age 55 and older who are at or below 125% of the federal poverty level. SCSEP trains older workers and enables them to move to unsubsidized positions in the public and private sector. SCSEP works in partnership with the Workforce Investment Act (WIA) Administration, the Coalition to Promote Older Worker and Employer Resources (C-POW+ER), the One-Stop Career Centers and 45 contracted agencies. During SFY 2002, the Aging and Adult Administration's Older Workers Program established customized training with Bank of America for older workers' entry into the banking industry. The average hourly wage of all older workers placed into unsubsidized employment from the SCSEP was \$9.13, and the total number of job placements was 131 in SFY 2002.

Older Worker Recognition

The SCSEP also collaborates with Green Thumb, Inc., a national non-profit sponsor of SCSEP, to conduct the Search for Arizona's Oldest Outstanding Worker. This year's Oldest Outstanding Worker, 93-year-old Velma Bailey, represented Arizona at Green Thumb's Prime Time Award Initiative which was held in Washington, D.C. in September 2001.

Foster Grandparent

Program Description

The Foster Grandparent Program senior volunteers provide supportive services in health, education, welfare, or related settings to help alleviate physical, mental, or emotional problems of children having special or exceptional needs. The FGP offers senior volunteers opportunities to serve as mentors, tutors, and caregivers. Foster Grandparents provide 20 hours of weekly service to children through community organizations.

Foster Grandparent Program Satisfaction Survey

Surveys were sent to 114 volunteers and supervisors in the FGP in SFY 2002. Seventy-seven responses were sent back, a return rate of 68%. FGP survey responses demonstrated the participant's satisfaction with the training, supervision, and compensation. The results showed that 92% of the respondents were satisfied with the program.

Grants Funded Activities

Arizona Relatives As Parents Program

The Relatives As Parents Program (RAPP) is funded through the National Family Caregiver Support Program and is implemented through the Aging and Adult Administration. The RAPP is a statewide Initiative aimed at serving Kin Caregivers. RAPP has three primary objectives: 1) to facilitate the development of new Relatives as Parents support groups, 2) to expand the statewide RAPP network, and 3) to enhance the participation in the RAPP statewide task force.

During the past two fiscal years, the Aging and Adult Administration contracted with the Beatitudes Center D.O.A.R. (Developing Older Adult Resources) to issue mini-grants in an effort to encourage and enable the development of local relatives as parents support groups. As a result, the following five support groups have been initiated under the sponsorship and support of local agencies throughout Arizona since April 2001:

- ◆ The Valley Christian Center Support Group meets regularly, and is composed of African American caregivers.
- ◆ The Tohono O'odham Support Group is facilitated by the Tohono O'odham Agriculture Extension Program in Sells, Arizona and meets every third Thursday of the month. This support group serves the Tohono O'odham Reservation and the surrounding communities.
- ◆ The Casa Grande Support Group is in partnership with the Head Start Program of Pinal/Gila Community Child Services.
- ◆ The Navajo Support Group is composed of Native Americans, who are focused on finding ways to retain Native American culture in the younger generation.
- ◆ The Welcome Center Support has evolved with the development of a social/therapeutic group that meets monthly. A children's behavioral health therapist provides play therapy and activities for the children while the adults participate in a support group, with additional time to allow for intergenerational activities.

Alzheimer's Caregivers Are Really Extraordinary (CARE) Program

The purpose of Arizona's Alzheimer's CARE Program is to provide education, outreach, and direct services to the underserved Hispanic population in outlying areas of Maricopa County and the off-reservation Native American and Hispanic populations in the rural communities of northern Arizona. The primary objectives of the program are to expand and develop culturally sensitive and linguistically appropriate material for caregivers, increase community awareness, and increase the availability and use of respite.

The Aging and Adult Administration provides program administration for the Alzheimer's CARE Program. In June 2001 a two-year contract was awarded to the Area Agency on Aging, Region One Inc., to implement the Alzheimer's CARE Program and provide direct services. As a key partner with the Area Agency, the Arizona Chapter of the Alzheimer's Association provides program development and care consultation/case management, and delivers professional and family caregiver training.

The first year of implementation focused on serving Hispanic families in outlying areas of western Maricopa County. For the period ending June 30, 2002, 51 families were receiving direct services and participating in the program's activities. Beginning in January 2002 and running through June 2002, 64 training sessions on topics such as an overview of Dementia and cultural competency were conducted at Senior Centers and service provider agencies in the targeted areas. The number of people attending the sessions included 1,174 community members (general audiences at Senior Centers), 333 in-home and Adult Day Care Workers, and 63 family members. Five Descancitos (caregiver conferences) were also conducted, in Spanish.

Services and outreach will continue in Maricopa County in 2002-2003, but the primary focus of the program will be in finding new families and providing new services in the vast rural northern Arizona region.

Performance Outcomes Measurement Project

During SFY 2002 the A&AA participated for the second consecutive year in the Performance Outcome Measures Project 3 (POMP 3) sponsored by the Administration on Aging (AoA). POMP 3 is a result of efforts by the AoA to comply with the Government Performance and Results Act which promotes evidence-based decision-making in the development of policies and programs for the elderly, their families and caregivers. In Arizona, two Area Agencies on Aging (Region One – Maricopa County and Region 3 – specifically Coconino County) continued their participation in this pilot project along with agencies in twelve other states. Participating AAA's contacted clients who utilized certain services. Collected data has been provided to the AoA for processing and analysis. Results for POMP 2 and POMP 3 activities will be made available at a future date. The A&AA will be participating in POMP 4 during SFY 2003.

Table 5 – POMP 3 Survey Activities

	Region One	Region 3
Nutritional Risk – Congregate Meals	X	X
Nutritional Risk – Home Delivered Meals		X
Transportation	X	X
Home Care Satisfaction Measure	X	X
Caregiver	X	
Information & Assistance	X	
Barriers to Service	X	X
Capacity Building	X	X

Specialized Training and Quality Assurance

Specialized Training

The Aging and Adult Administration sponsored four major specialized training sessions during SFY 2002, as follows:

- The APS Statewide Conference on "Forensic Investigation and Crimes Against Elderly and Vulnerable Adults" in October 2001.
- "Issues in Nursing Home Law" in March 2002.
- "Incorporating Dying with Dignity into the Aging Network" in May 2002.
- Case Management Training on the Revised Arizona Standardized Client Assessment Plan in June 2002.

Training participants and speakers included local and national representatives from all facets of social, medical, and legal services.

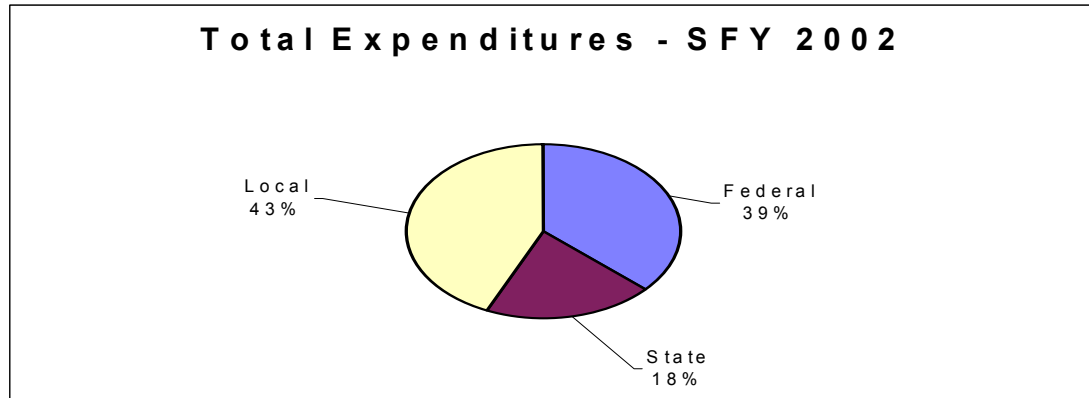
Provider Satisfaction Surveys

The focus of Quality Assurance within the Aging and Adult Administration is to determine the Administration's effectiveness in meeting the expectations of customers who utilize services and of service providers through the administration of satisfaction surveys. In addition to the quality assurance measures described earlier in the document, in SFY 2002, a provider satisfaction survey was developed and sent for the first time to the state Long Term Care Ombudsman providers and State Health Insurance Assistance Program (SHIP) providers. Tribal contractors, Title V contractors, and legal providers were again surveyed to determine satisfaction levels with A&AA operations. There were 112 surveys distributed and 77 were returned, a return rate of 69%. Survey results indicated that overall 75% of the contracted providers were satisfied with services received from the A&AA. The surveys will be conducted again in SFY 2003 and two others will be added; the Area Agency on Aging providers and Caregiver Support Program providers.

Fiscal Report

SFY 2002 Federal, State and Local Expenditures

Chart 7 – SFY 2002 Total Expenditures by Funding Source



SFY 2002 Program and Service Expenditures

Local -	\$24,394,865.00 - Local Contributions
	<u>\$2,497,639.00</u> - Program Income Contributions
	\$26,892,504.00 - Total Local
State - (APS)	\$100,000.00 - State Program Development
	\$246,440.00 - State Emergency Services Program
	\$346,480.00 - State Ombudsman
	\$430,576.00 - State Respite
	\$436,502.00 - State Tobacco Tax
	\$1,143,388.00 - State Match
	\$1,739,210.00 - State Case Management
	\$1,446,716.00 - State Supplemental Payment Program
	(SPP)
	<u>\$5,783,150.00</u> - State Home Care
	\$11,672,462.00 - Total State
Federal -	\$20,301,811.00 - Federal Cost
	\$1,570,879.00 - Elderly Feeding Program
	\$2,738,973.00 - Title V Program
	<u>\$316,638.00</u> - Foster Grandparent Program
	\$24,928,301.00 - Total Federal
\$63,493,267.00 - TOTAL SFY 2002 EXPENDITURES³	

¹ Figures shown above do not reflect any adjustments made after June 30, 2002.

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For more information regarding Aging and Adult Administration
programs and services, call 602-542-4446 or
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